



March 21, 2014

To: Executive Board

Subject: **Performance Indicators Report – February 2014**

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### **Recommendation**

Receive and file the February 2014 Performance Indicators Report.

### **Summary**

This performance indicators report provides an analysis of Foothill Transit's nine key indicators for February 2014. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

In February 2014, Foothill Transit met seven of nine key performance indicators. The indicators met for the month are: preventable accidents; miles between service interruptions; average hold time; boardings per vehicle service hour; average weekday boardings; farebox recovery ratio; and average cost per vehicle service hour.

Below is a summary of system performance. Further detail on the performance measures below can be found in the analysis section of this item.

- **Boardings** – Overall boardings recorded by the farebox for February 2014 was 1.1 million boardings – a two percent increase over February 2013.
- **Fare Revenue** – Total fare revenue for February 2014 was \$1.6 million. The average fare was \$1.40 per boarding.
- **Operating Expenses** – Total operating expenses for February 2014 were \$5.0 million, resulting in an average cost per service hour of \$92.07. Total operating expenditures are two percent higher compared to February 2013 figures.
- **Accidents** – There were three preventable accidents recorded in February 2014 for an average of 0.28 preventable accidents per 100,000 miles. This is a 64 percent improvement over the accident rate recorded in February 2013.
- **Customer Complaints** – Foothill Transit received 13.19 complaints per 100,000 boardings in February.
- **Schedule Adherence** – In February 2014, 80.2 percent of all trips recorded arrived on time. This is a four percent improvement from February 2013.



## **Analysis**

In order to accomplish its mission, Foothill Transit focuses on the following goals:

- 1) Operate a safe transit system.
- 2) Provide outstanding customer service.
- 3) Operate an effective transit system.
- 4) Operate an efficient transit system.

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving these goals for fiscal year 2014.

## **Overall System Performance**

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and total operating expenses incurred throughout the quarter.

Attachment A summarizes system goals and performance indicators. Attachment L provides additional operations-related performance measures.

### Total Boardings and Total Revenues

In February 2014, Foothill Transit buses carried 1.1 million boardings. Fiscal year to date, boardings have increased three percent over the previous year for a total of 9.5 million boardings. Compared to February 2013, the Silver Streak carried an additional 14,000 passengers in February 2014 (11 percent). This demonstrates the continued success of the Silver2Silver program. Lines 281, 289, 482, and 486 are also carrying significantly more boardings than last fiscal year.

The total recorded fare revenue in February 2014 was \$1.6 million. Fiscal year to date, the agency has collected \$12.4 million in fare revenue, a two percent increase over last year's performance. The increase is due to Measure R fare subsidies for the Class Pass program that began to be recorded in January 2014.

Attachment B shows total boardings and revenue for the past 12 months.

## **Goal 1: Operate a Safe Transit System**

Foothill Transit's primary goal is to operate a safe transit system. The agency measures system safety with the number of preventable accidents incurred for every 100,000 miles of vehicle operation.

### Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In February 2014 there were a total of three preventable accidents, for an average of 0.28 preventable accidents per 100,000 miles. Year to date there



have been 0.52 accidents per 100,000 miles on the Foothill Transit system. The monthly and year-to-date safety performances are both improvements over last year. They are also an improvement over last month, when the Arcadia facility experienced a high number of vehicle sideswipes.

Attachment C provides a summary of preventable accidents per 100,000 miles.

**Goal 2: Provide Outstanding Customer Service**

Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, complaints per 100,000 boardings, and average hold time.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent schedule adherence for this fiscal year. In February 2014, the agency achieved an average of 80.2 percent on-time performance on all lines. While this remains below the performance target, this represents a four percent improvement over last February.

Foothill Transit continues to use the SMART*Bus* system to monitor on-time performance. Quality Assurance staff have been closely monitoring the SMART*Bus* system and working with the operations contractors to ensure that bus service runs on schedule. In November 2013, the agency implemented new bus schedules that better match current traffic patterns, which contributed to the improvement in schedule adherence. Staff continue to analyze schedule adjustments to optimize on-time performance and have identified further schedule improvements. These schedule changes will be implemented in the spring of 2014.

Attachment D charts schedule adherence over the last 12 months.

Average Miles Between Service Interruptions

In February 2014, Foothill Transit averaged 20,543 miles between service interruptions. This is a 28 percent improvement over February 2013. This indicator not only measures the overall performance of First Transit's maintenance departments, but also reflects customer delays from mechanical service interruptions. Year to date, Foothill Transit has averaged 16,157 miles between service interruptions, meeting the performance target of 15,000 miles between service interruptions.

Attachment E compares the average miles between service interruptions with our performance standard.



Complaints per 100,000 Boardings

In February 2014, Foothill Transit received 13.19 complaints per 100,000 boardings. This remains above the performance target of 10.25 complaints per 100,000 boardings, but is an improvement over the number of complaints received earlier this fiscal year.

Of the 149 complaints received in February 2014, half were related to schedule adherence and a third were related to courtesy. Foothill Transit's management team and service contractors continue to target both of these areas. As mentioned above, the schedule change implemented in November 2013 significantly increased schedule adherence, and further progress is anticipated with the upcoming spring service change.

Attachment F provides a summary of complaints per 100,000 boardings.

Average Hold Time

Phone systems at our five Transit Stores and our administrative offices provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average hold time of 27 seconds in February 2014 is well below the performance target of 45 seconds.

In response to increasing call hold times in the first quarter of this fiscal year, the Veolia contractor has increased staffing and employee training to ensure that calls are answered in a timely manner. Foothill Transit's management team continues to work closely with the Veolia team to improve customer service.

Attachment G provides a summary of average hold time.

**Goal 3: Operate an Effective Transit System**

Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.

Boardings per Vehicle Service Hour

Foothill Transit buses averaged 21.0 boardings per vehicle service hour in February 2014. This is above the fiscal year performance target of 19.1 but is slightly less than the same month last year (22.2 boardings per hour). The operation of eight percent more service hours this month (as compared to February 2013) affects this indicator.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In February 2014, the agency averaged 50,360 boardings per weekday. This meets the performance target and is a two percent improvement over February 2013. This is the first month since November 2013 that average weekday boardings have met the





performance target, as customers are returning to school and work from their holiday schedules. Year to date, Foothill Transit buses are averaging 47,836 weekday boardings, a three percent increase over last year.

Attachment I, Average Weekday Boardings, shows the history of this indicator.

**Goal 4: Operate an Efficient Transit System**

Foothill Transit measures its overall efficient use of available resources by monitoring the average cost per vehicle service hour and farebox recovery ratio.

**Farebox Recovery Ratio**

The farebox recovery ratio is calculated by dividing total fare revenue by total operating expense. The February 2014 farebox recovery ratio was 32.00 percent. This is a nine percent increase over last February and is a significant improvement over farebox recovery earlier this fiscal year. This improvement is due to the Measure R fare subsidies that Foothill Transit began to record in January for the Class Pass Pilot program. Fiscal year to date, farebox recovery is at 29.38 percent, nearly even compared to last year (29.48 percent).

Attachment J, Farebox Recovery Ratio, shows the trend for this indicator.

**Average Cost per Vehicle Service Hour**

The agency's average cost per vehicle service hour this quarter was \$92.07, which meets the fiscal year target of \$98.57. This reflects a six percent improvement compared to the previous year. Year to date, costs per vehicle service hour for FY 2014 are also four percent lower than in FY 2013.

To meet customer demand, Foothill Transit has increased the number of service hours by seven percent year-to-date, while maintaining operating costs. This has led to a decreased cost per service hour.

Attachment K, Average Cost per Vehicle Service Hour, charts this indicator.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Sarah Tseng'.

Sarah Tseng  
Quality Assurance Analyst

A handwritten signature in blue ink, appearing to read 'Doran J. Barnes'.

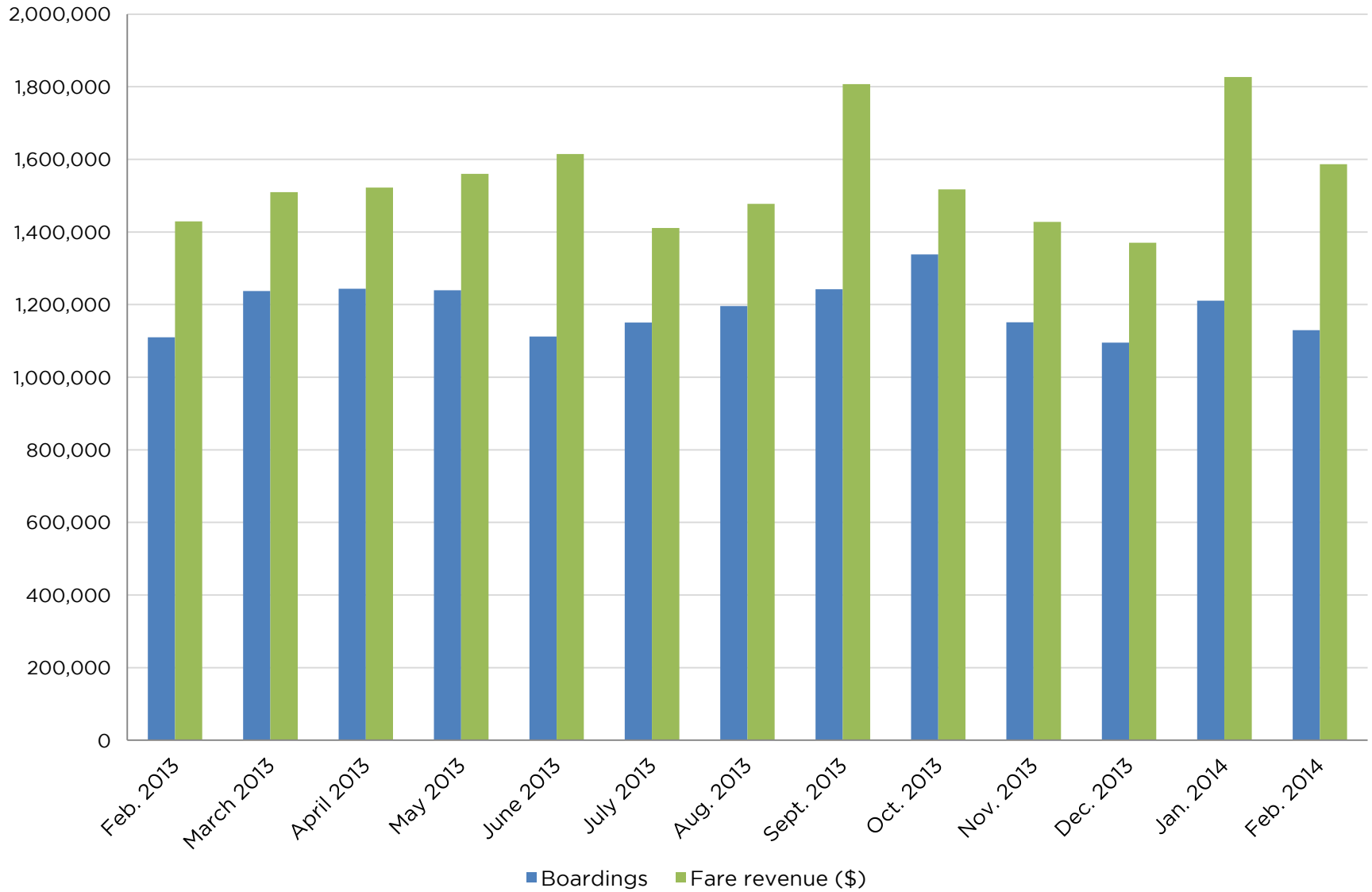
Doran J. Barnes  
Executive Director

# Attachment A: Foothill Transit Key Performance Indicators February 2014

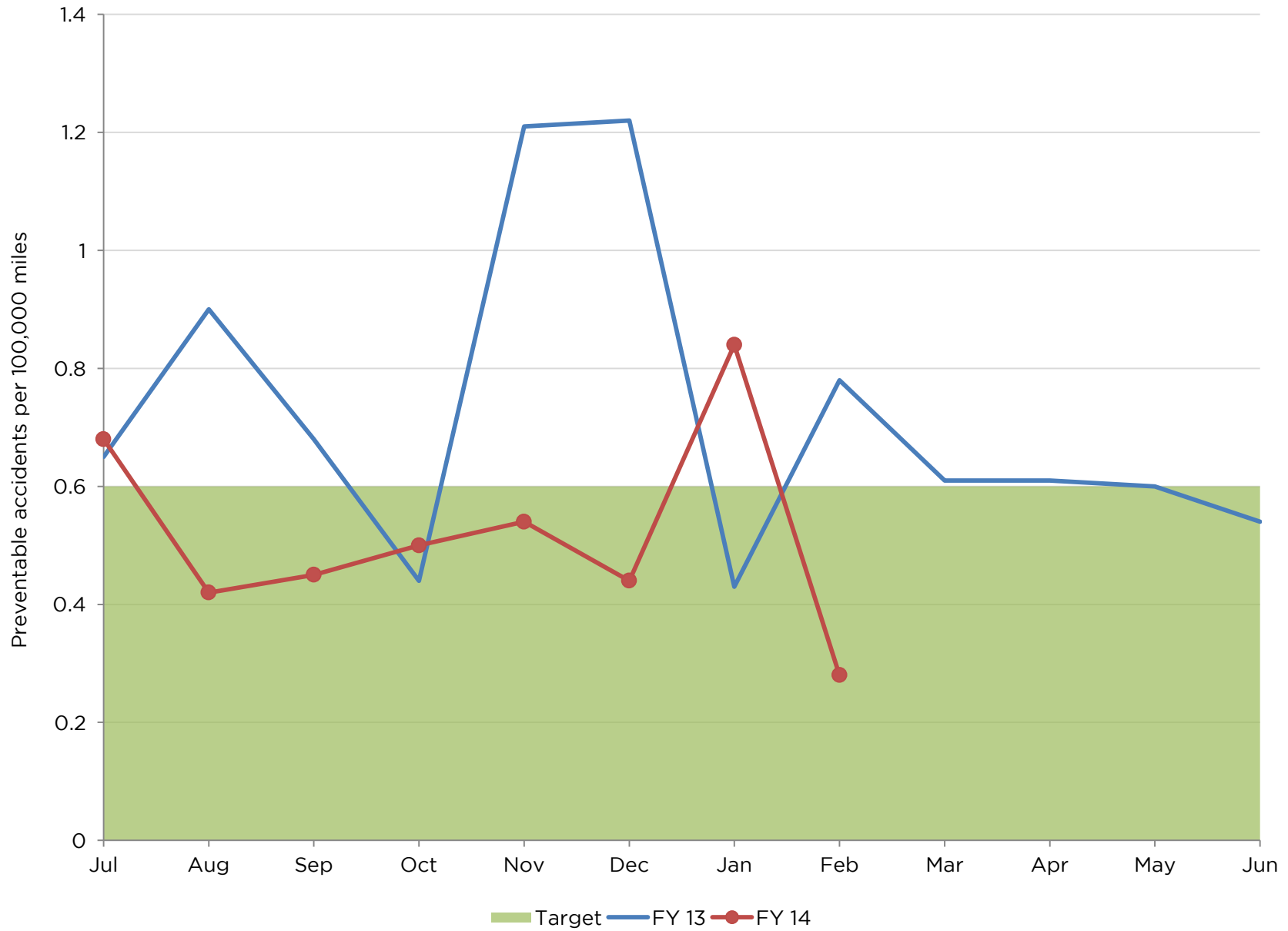
| Goal                       | Performance indicator                   | Attachment | February 2014 | Met target? | Same month last year | % improvement over same month last year | FY 2014 YTD  | Met target? | FY 2013 YTD  | % YTD improvement | Performance target |
|----------------------------|---|------------|---------------|-------------|----------------------|---|--------------|-------------|--------------|-------------------|--------------------|
| Overall system performance | Total boardings                         | B          | 1,129,718     | -           | 1,109,493            | 2%                                      | 9,512,797    | -           | 9,247,350    | 3%                |                    |
|                            | Vehicle service hours                   |            | 53,860        | -           | 49,897               | 8%                                      | 465,087      | -           | 436,128      | 7%                |                    |
|                            | Total fare revenue                      | B          | \$1,586,802   | -           | \$1,429,113          | 11%                                     | \$12,440,990 | -           | \$12,235,817 | 2%                |                    |
|                            | Total operating expense                 |            | \$4,958,921   | -           | \$4,874,767          | (2%)                                    | \$42,338,521 | -           | \$41,500,026 | (2%)              |                    |
| Safety                     | Preventable accidents per 100,000 miles | C          | 0.28          | Yes         | 0.78                 | 64%                                     | 0.52         | Yes         | 0.78         | 33%               | ≤ 0.60             |
| Customer service           | Schedule adherence                      | D          | 80.2%         | No          | 76.9%                | 4%                                      | 76.7%        | No          | 72.9%        | 5%                | ≥ 90%              |
|                            | Miles between service interruptions     | E          | 20,543        | Yes         | 16,101               | 28%                                     | 16,157       | Yes         | 17,567       | (8%)              | ≥ 15,000           |
|                            | Complaints per 100,000 boardings        | F          | 13.19         | No          | 10.27                | (28%)                                   | 16.02        | No          | 12.36        | (30%)             | ≤ 10.25            |
|                            | Average hold time (seconds)             | G          | 27            | Yes         | 42                   | 35%                                     | 39           | Yes         | 42           | 7%                | ≤ 45               |
| Effectiveness              | Boardings per vehicle service hour      | H          | 21.0          | Yes         | 22.2                 | (6%)                                    | 20.5         | Yes         | 21.2         | (4%)              | ≥ 19.1             |
|                            | Average weekday boardings               | I          | 50,360        | Yes         | 49,461               | 2%                                      | 47,836       | No          | 46,490       | 3%                | ≥ 49,250           |
| Efficiency                 | Farebox recovery ratio                  | J          | 32.00%        | Yes         | 29.32%               | 9%                                      | 29.38%       | Yes         | 29.48%       | (0%)              | ≥ 25.83%           |
|                            | Average cost per vehicle service hour   | K          | \$92.07       | Yes         | \$97.70              | 6%                                      | \$91.03      | Yes         | \$95.16      | 4%                | ≤ \$98.59          |

Red = did not meet target

Attachment B: Total Boardings vs. Fare Revenue  
Foothill Transit FY 2013-14

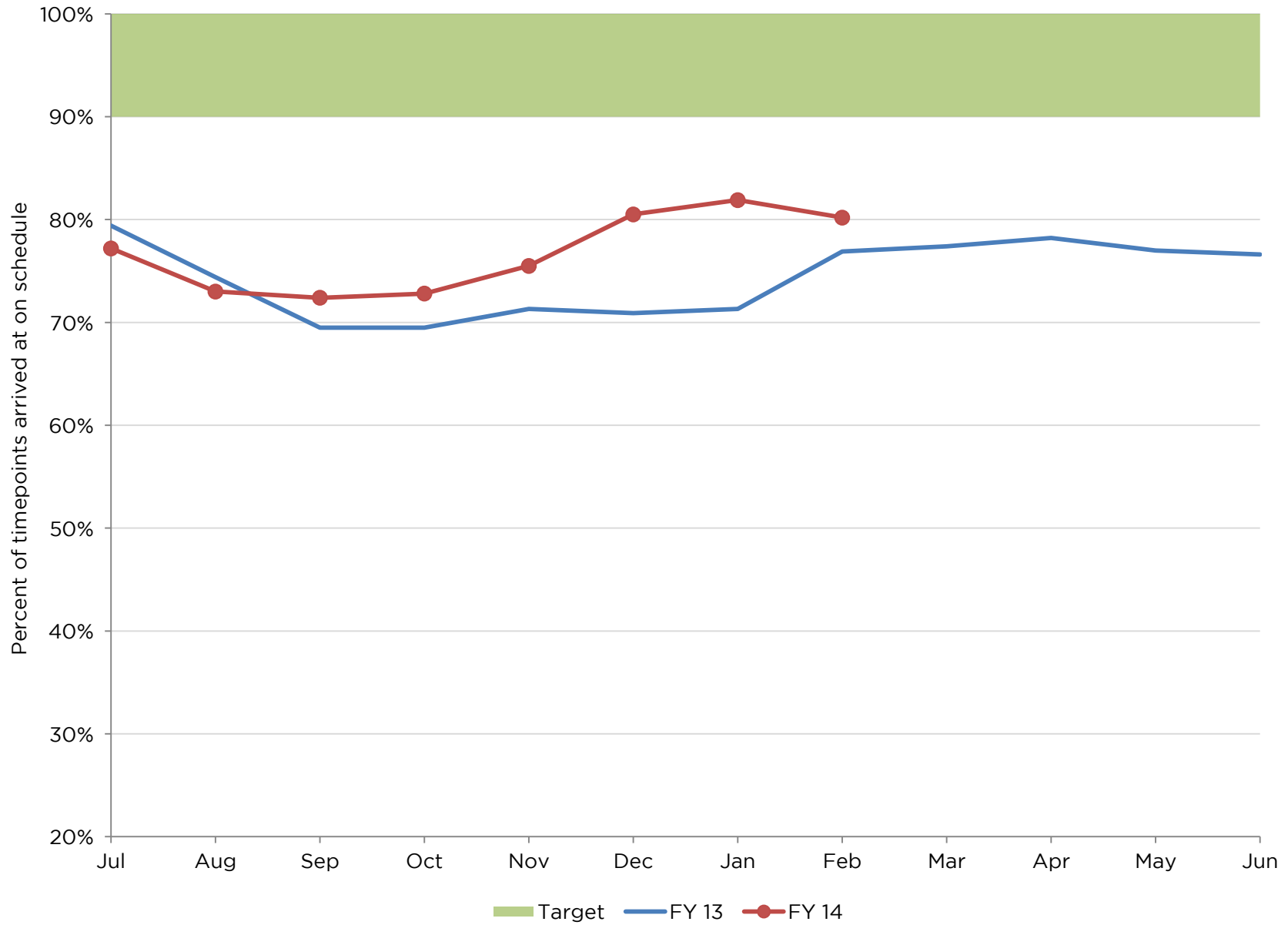


Attachment C: Preventable Accidents per 100,000 Miles  
Foothill Transit FY 2013-14

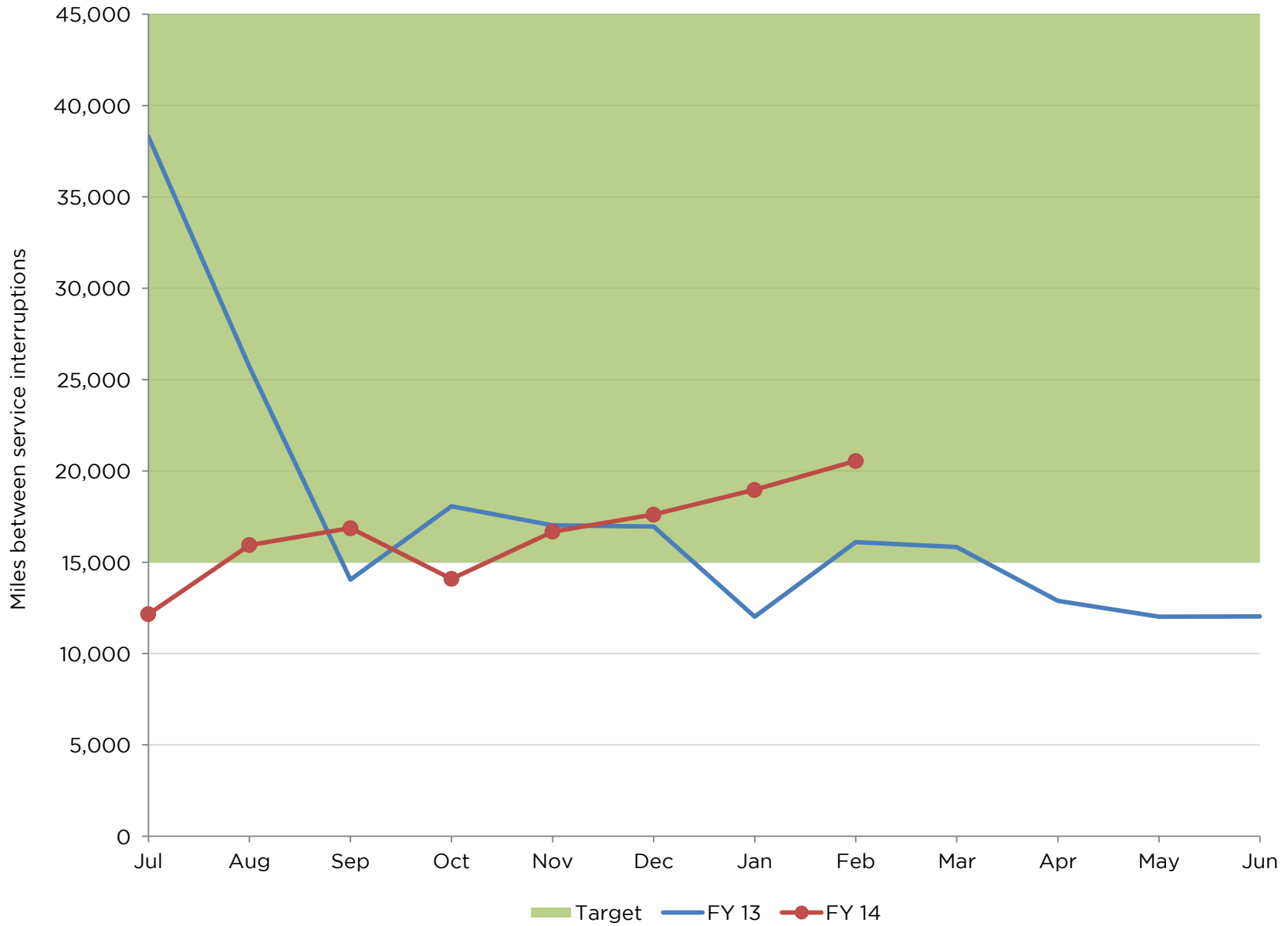




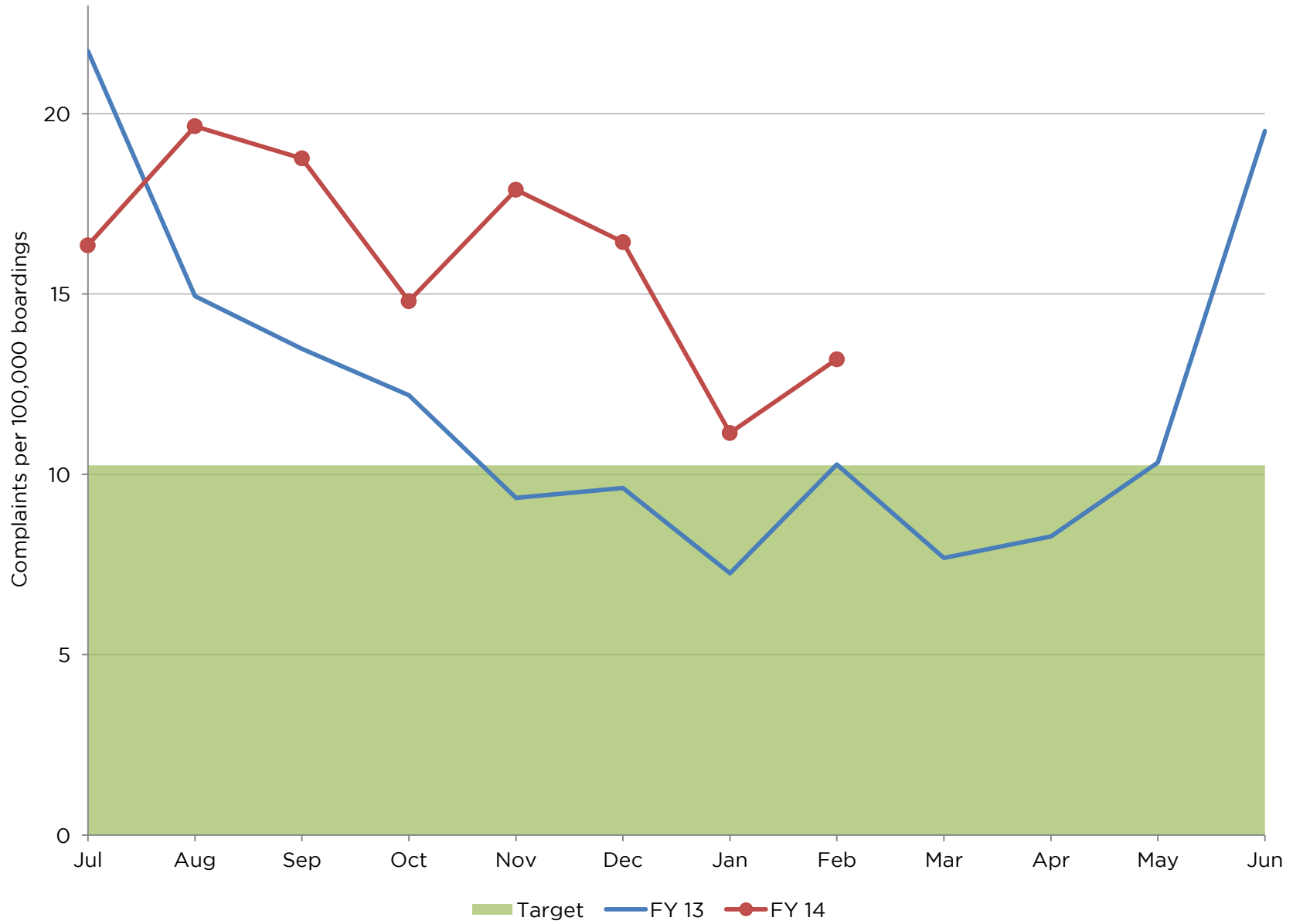
# Attachment D: Schedule Adherence Foothill Transit FY 2013-14



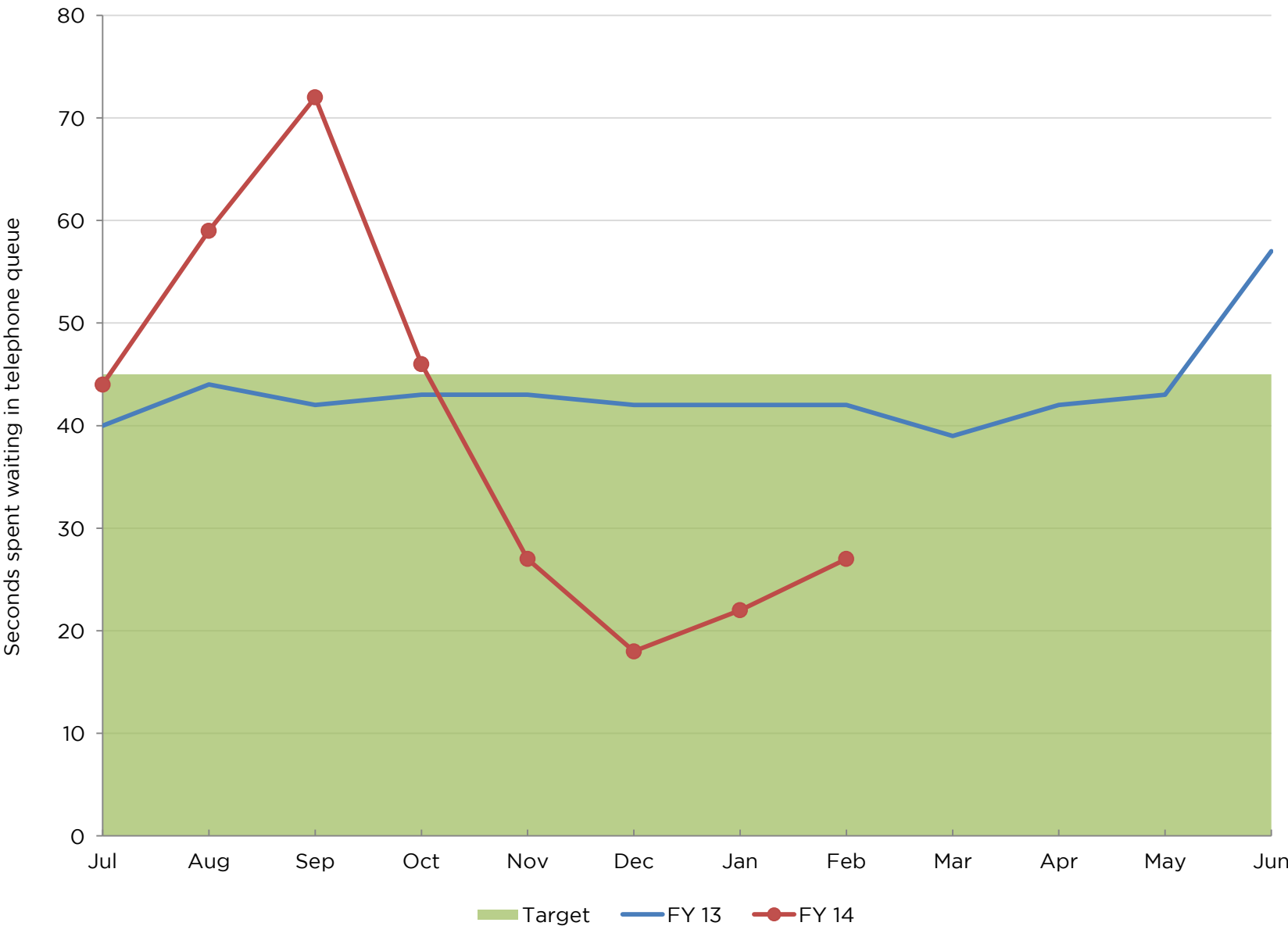
# Attachment E: Average Miles Between Service Interruptions Foothill Transit FY 2013-14



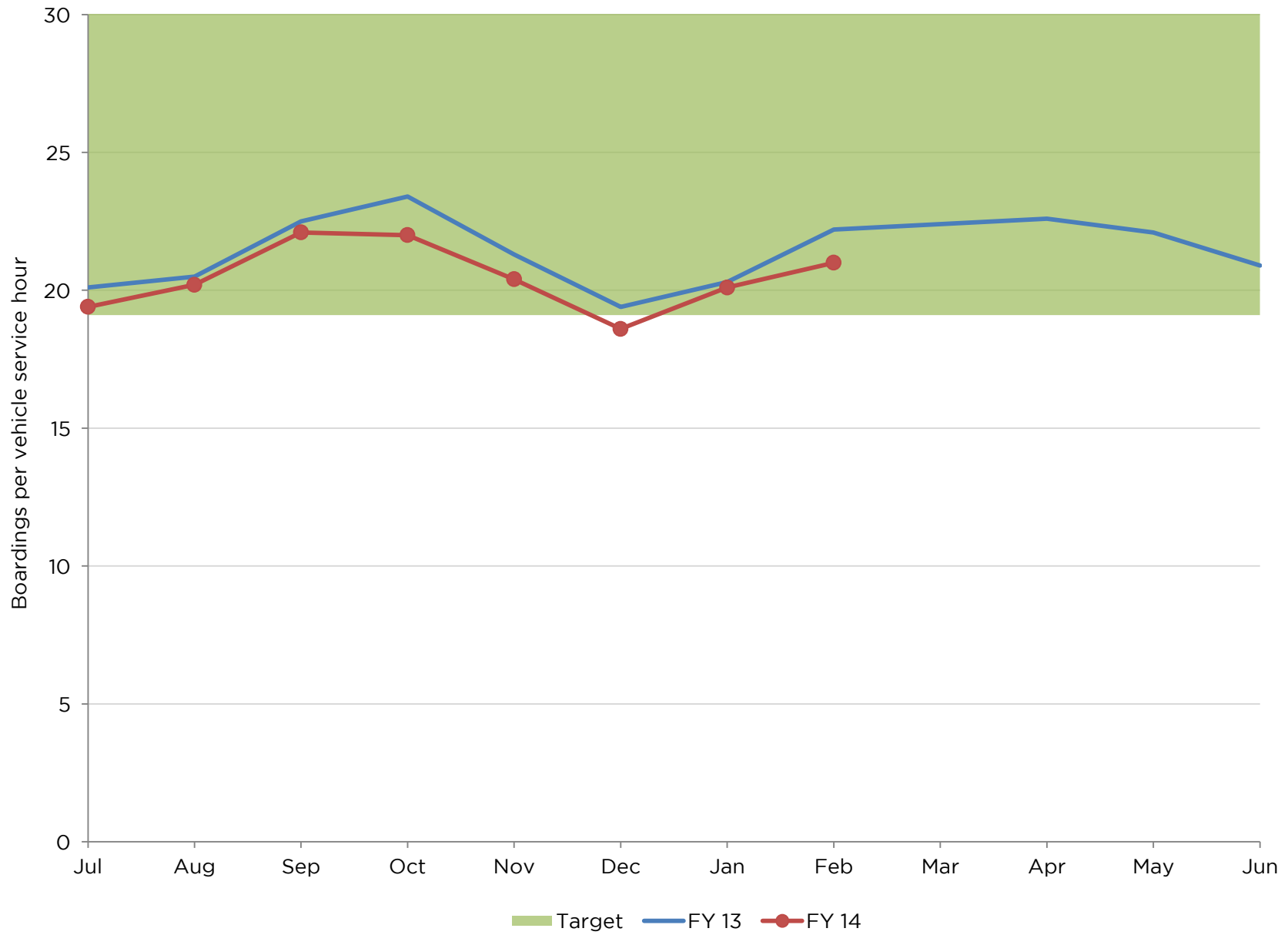
Attachment F: Complaints per 100,000 Boardings  
Foothill Transit FY 2013-14



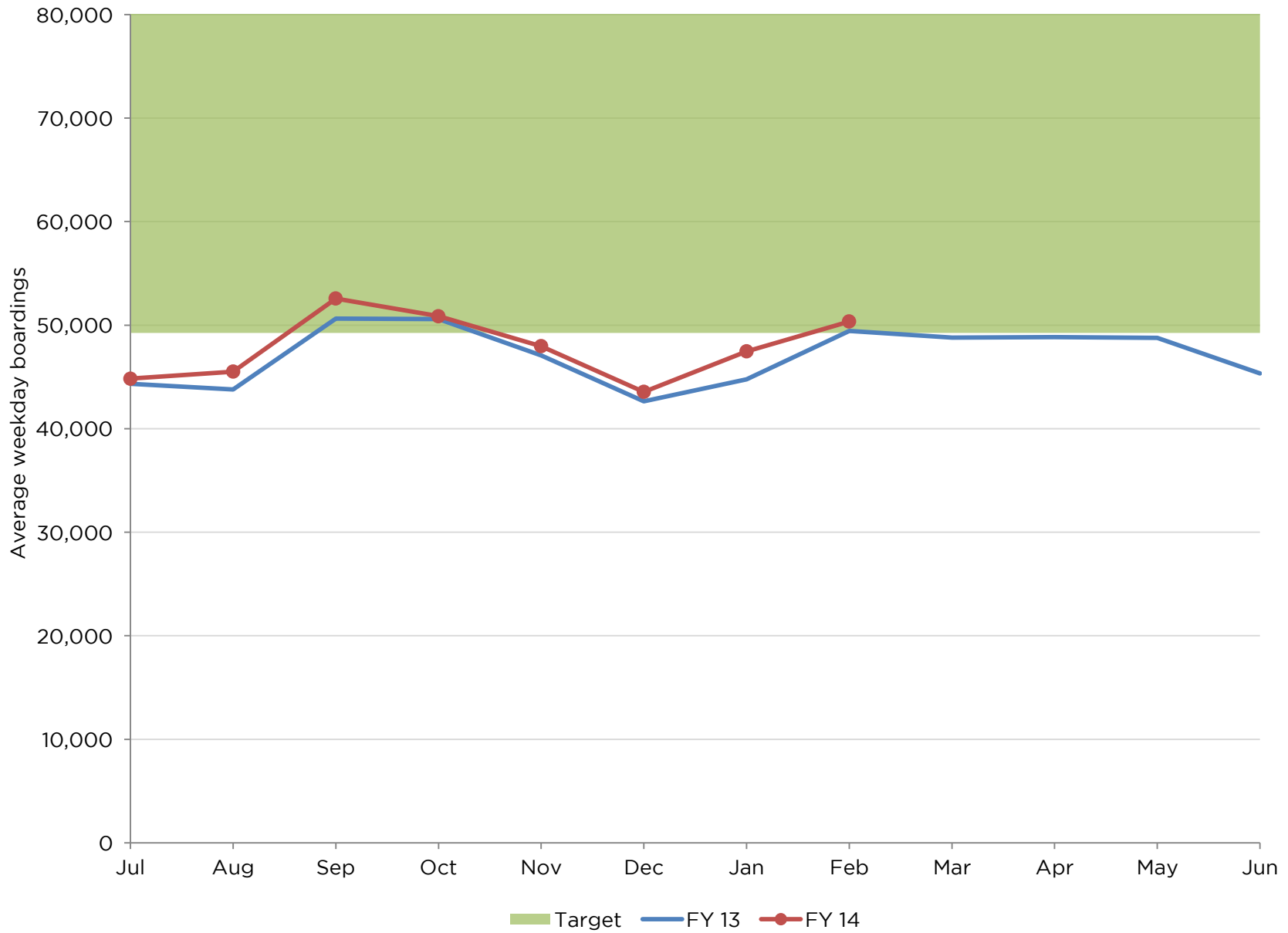
Attachment G: Average Hold Time  
Foothill Transit FY 2013-14



# Attachment H: Boardings per Vehicle Service Hour Foothill Transit FY 2013-14

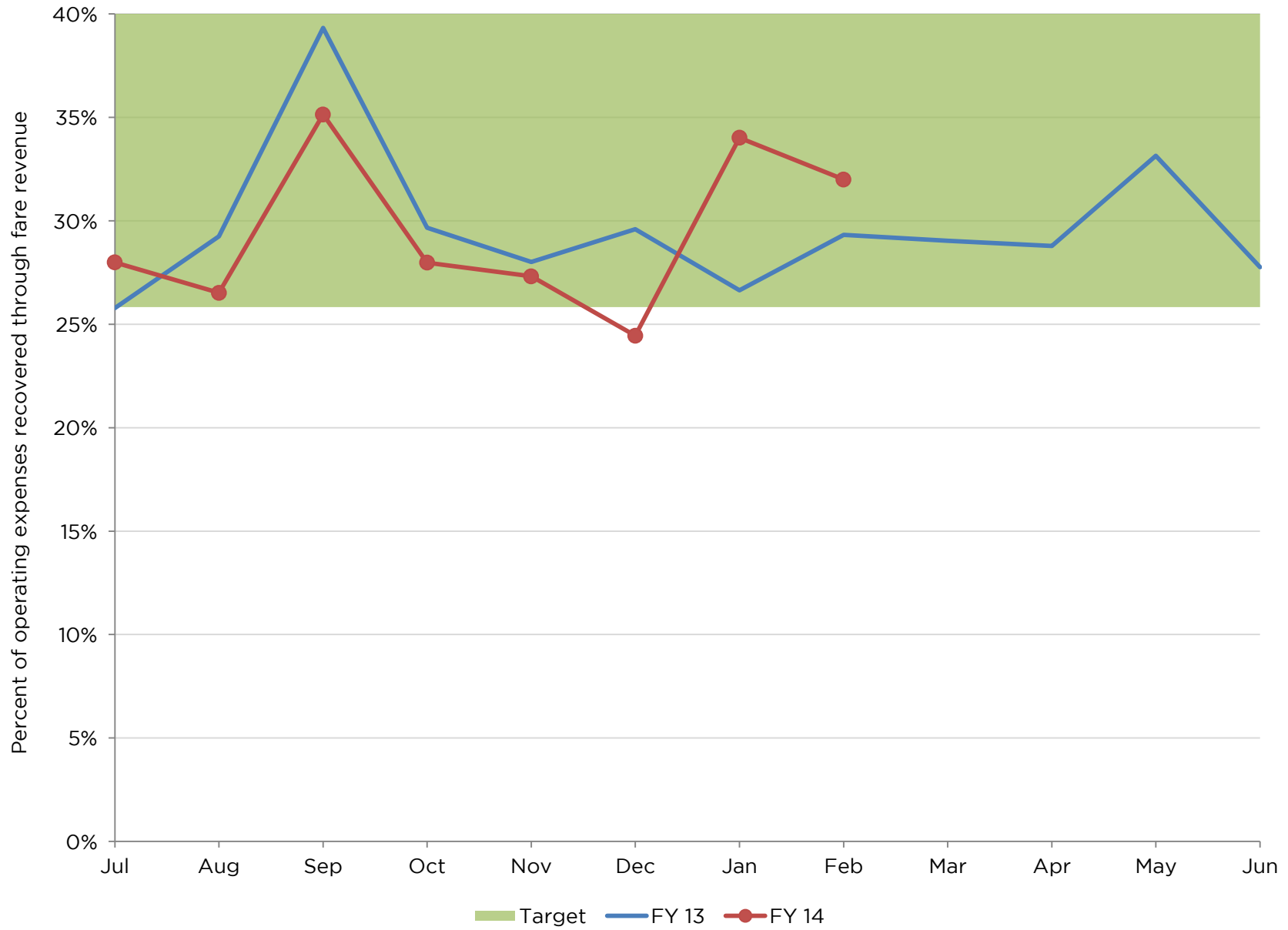


# Attachment I: Average Weekday Boardings Foothill Transit FY 2013-14

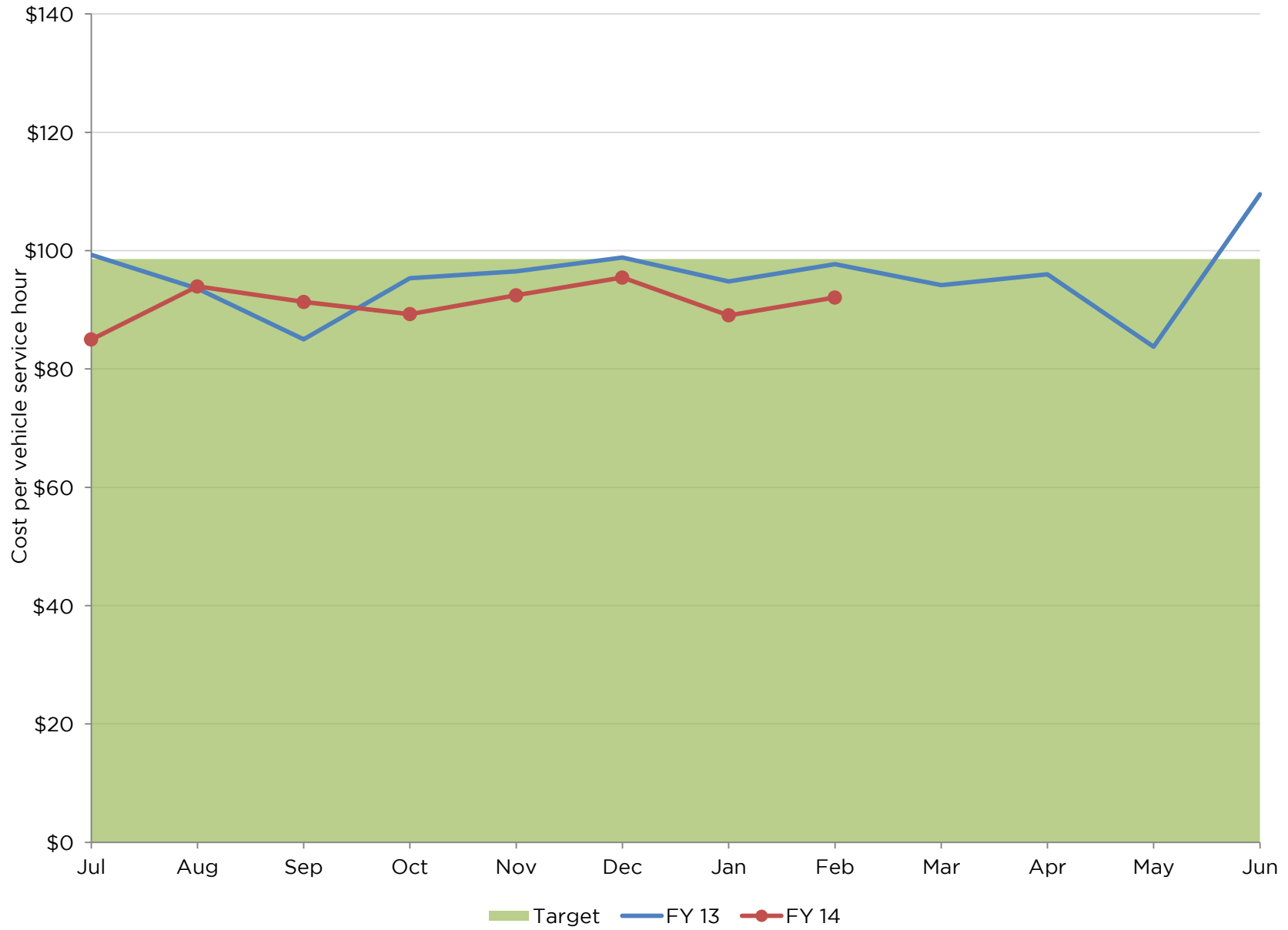




# Attachment J: Farebox Recovery Ratio Foothill Transit FY 2013-14



Attachment K: Average Cost per Vehicle Hour  
Foothill Transit FY 2013-14



# Attachment L: Foothill Transit Operations Report February 2014

| Goal       | Performance indicator              | February 2014    | Met target? | Same month last year | % improvement over same month last year | FY 2014 YTD   | Met target? | FY 2013 YTD   | % YTD improvement | Performance target |
|------------|------------------------------------|------------------|-------------|----------------------|---|---------------|-------------|---------------|-------------------|--------------------|
| Operations | Average fare per boarding          | <b>\$1.40</b>    | Yes         | <b>\$1.29</b>        | 9%                                      | <b>\$1.31</b> | No          | <b>\$1.32</b> | (1%)              | ≥ \$1.33           |
|            | Average cost per boarding          | <b>\$4.39</b>    | Yes         | \$4.39               | 0%                                      | \$4.45        | Yes         | \$4.49        | 1%                | ≤ \$5.16           |
|            | Average subsidy per boarding       | <b>\$2.98</b>    | Yes         | \$3.11               | 4%                                      | \$3.14        | Yes         | \$3.16        | 1%                | ≤ \$3.83           |
|            | Total vehicle miles                | <b>1,068,224</b> | -           | 1,030,475            | 4%                                      | 9,209,230     | -           | 8,678,116     | 6%                |                    |
|            | Vehicle service miles              | <b>823,291</b>   | -           | 788,576              | 4%                                      | 7,023,633     | -           | 6,714,283     | 5%                |                    |
|            | Total vehicle hours                | <b>72,507</b>    | -           | 67,760               | 7%                                      | 617,899       | -           | 569,376       | 9%                |                    |
|            | In-service speed (mph)             | <b>15.3</b>      | -           | 15.8                 | (3%)                                    | 15.1          | -           | 15.4          | (2%)              |                    |
|            | Boardings per vehicle service mile | <b>1.37</b>      | -           | 1.41                 | (2%)                                    | 1.35          | -           | 1.38          | (2%)              |                    |

Red = did not meet target